



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Frontier Communications of Illinois, Inc.**  
**for quarter ending December 31, 2006**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.99	2.63	2.69	2.77
B. Operator Answer Time - Information [730.510(a)(1)]	3.87	5.54	7.33	5.58
C. Repair Office Answer Time [730.510(b)(1)]	7.00	20.00	13.00	13.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	27.00	42.00	171.00 *	80.00 *
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	95.35%	97.62%	100.00%	97.66%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.30	1.20	1.90	1.47
H. Percent Repeat Trouble Reports [730.545(c)]	6.45%	12.24%	13.70%	10.87%
I. Percent of Installation Trouble Reports [730.545(f)]	11.11%	8.00%	20.00%	13.04%
J. Missed Repair Appointments [730.545(h)]	17	8	13	13
K. Missed Installation Appointments [730.540(d)]	3	0	0	1

**Comments**



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